

mspnice award

March 12th, 2015

Greetings Managers,

One of your employees, Lynette Hanken, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Lynette for her outstanding commitment to customer service at MSP.

Our thanks go out to her on behalf of the Metropolitan Airports Commission, CSAC and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats Lynette!



Jim Ganci, Lynette Hanken, John Hillman, of Southwest Airlines, and Scott Skramstad, MAC Manager, Airline Operations

Customer compliment:

Lynette is Awesome! I fly way too much and she is the most friendly, welcoming agent I've met- EVER!

Thanks Lynn!

David Mair